

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2018/2019

**BIN1014 – INTRODUCTION TO ENTERPRISE RESOURCE
PLANNING**
(All Section / Groups)

30 MAY 2019
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 4 pages with 4 Questions only (including cover page).
2. Attempt **ALL FOUR** questions.
3. The distribution of the marks for each question is given.
4. Please write all your answers in the Answer Booklet provided.

Attempt **ALL FOUR** questions.

QUESTION 1

Based on the scenario given below, answer the following questions.

Fitter Snacker represents a perfect example of a traditional business model where each department is acting as a separate entity having a poor communication among them. Fitter Snacker comprises of four departments namely Sales, Warehousing, Accounting and Receiving. It seems that each department are not much aware of the activities other departments are performing. Apart from that, department specific processes are also erroneous. Hence, in a nutshell, Fitter Snacker is a fragmented organization. If we look at the sales process, it is inefficient and flawed. The sales department has a separate data management system. All the sales data is periodically transferred between departments. For sales quotation, there is a telephonic negotiation between sales person and customer. Two copies of sales quotation are generated as manually keeping records. Arithmetic errors in quotation, late receipt of quotation, etc. are some flaws that make sales process more problematic. This also led to difficulty in determining exact delivery date. Order filling process includes printing packing list and shipping labels twice a day and manually handling them to the warehouse. Improper handling of goods, manual counting of inventory, perishable nature of product are the major problems here.

Fitter Snacker management team is considering integration of these legacy systems and implements one ERP system for all the business processes dealt with these legacy systems stated above.

- a) Before the implementation of ERP System, Fitter Snacker has faced multiple problems that can make the company face the risk of bankruptcy. By implementing ERP, Fitter Snacker could resolve the problems. What is ERP System?
(5 marks)
- b) Explain **TWO (2)** goals of ERP System that could help to resolve the Fitter Snacker's issue.
(6 marks)
- c) Explain any **FOUR (4)** system benefits of implementing ERP System at Fitter Snacker.
(8 marks)
- d) Explain **THREE (3)** system limitations of implementing ERP System at Fitter Snacker.
(6 marks)

(Total 25 marks)

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QUESTION 2

There are many technologies that help to overcome ERP limitations. These technologies, when used in conjunction with the ERP package, help in overcoming the limitations of a standalone ERP system and thus, help the employees to make better decisions.

- a) List down any **FIVE (5)** ERP technologies.
(5 marks)
 - b) Define what is Management Information System (MIS). Explain any **THREE (3)** main characteristics of MIS.
(8 marks)
 - c) Explain any **FOUR (4)** difference between MIS and Decision Support System (DSS).
(8 marks)
 - d) Define what is DSS. Give any **ONE (1)** example of DSS.
(4 marks)
- (Total 25 marks)

QUESTION 3

- a) What are the different ERP modules that are part of an integrated ERP system?
(4 marks)
 - b) Why use an integrated ERP as a solution? Explain with an example.
(8 marks)
 - c) List down any **FOUR (4)** business processes that occur in a typical Finance department.
(4 marks)
 - d) Explain any **THREE (3)** hardware environment and its selection for ERP implementation.
(9 marks)
- (Total 25 marks)

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QUESTION 4

Evaluation and selection of ERP package is an essential criterion for successful ERP implementation.

- a) List down **FOUR (4)** evaluation and selection process activities. (4 marks)
- b) Explain each activity in detail as mentioned in Question 4(a). (12 marks)
- c) Explain any **THREE (3)** technology trends that believed have the potential to shape the future of ERP. (9 marks)

(Total 25 marks)

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